

July 1, 2009

Montana WIC Authorized Retailers,

Montana WIC will be strictly enforcing the process for redeeming checks without signatures. When a retailer does not get a signature on a check, they should first attempt to contact the participant through the local WIC clinic. **DO NOT**, in any way, attempt to personally contact the participant. The retailer should document all contact with the local WIC Clinic on the missing signature form. If the participant does not return to the store to sign the check within 10 days, you may send the check and the form to the State office for review. Please make multiple copies of this form and use it whenever you need to obtain a missing signature. If you need the local WIC clinic's phone number, please call 1-800-433-4298, option #2 or (406) 444-5533.

**As of September 1, 2009, any check sent to the bank without a signature will be rejected and voided. Checks that are sent to the State office after being rejected from the bank for "Missing Signature" will not be reviewed for approval.**

**NOTE:** Please go over the proper check cashing procedures with your cashiers, which includes comparing the signature on a check against the signature on the green WIC ID packet. If this part of the check redemption process was being correctly followed, you would not have checks with missing signatures. Comparing signatures ensures that an authorized person is using the checks and that the checks have not been obtained through fraudulent means. Bookkeepers should be reviewing checks for missing signatures before they are deposited, and using the process to obtain a missing signature, which was described above.

A copy of "Steps for Cashing Montana WIC Checks" is enclosed and can be copied and placed at each register for quick reference. A copy of the "Missing Signature" form is also included with this letter. Both of these items are helpful in explaining WIC policy and procedure.

If you have any questions about redeeming Montana WIC checks please call (406)444-4746.

Thank you for your participation in the Montana WIC Program.

Sincerely,

Joan Bowsher, Director  
Montana WIC Program  
Family and Community Health Bureau